Chapter 7
# Configuring Customers

This chapter discusses how to create and configure customers.


| Topic | Page |
|---|---|
| Overview | 202 |
| Configuration Tasks | 202 |
| Creating a Customer | 202 |
| Creating a Customer Site | 203 |
| Associating a Customer with an IP Interface | 205 |


## Overview

Managing your customers easily and effectively is an important goal of the NMC-RX application. In this chapter, you will learn to configure and logically structure your customers using the NMC-RX software. Also, you will learn how to associate customers with IP interfaces, a key step to managing customer services.

## Configuration Tasks

Perform the following tasks when configuring customers:

1. Create customer.
2. Create customer site.
3. Locate and configure IP interfaces.
4. Associate customers with a site.

## Creating a Customer

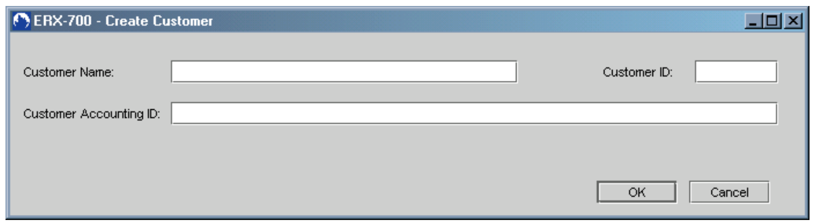
As you structure your network hierarchy using the NMC-RX application, you can create customers and begin managing their services. Once a customer is created, it is immediately added to the database and can be viewed, listed, configured, or deleted.

You can create customers from either the Network Workshop or the Device Workshop.

To create a customer:

1. From the Configuration menu, select Create, and click Customer.

   The Create Customer dialog box appears, allowing you to set basic identification parameters for the customer.




2. Set the customer parameters. See Table 7.

**Table 7: Customer parameters**

| Field | Description |
|---|---|
| Customer Name | Maximum 32 alphanumeric characters; may include spaces |
| Customer ID | Range 0–2147483647 |
| Customer Accounting ID | Accounting ID used for this particular customer; maximum 32 alphanumeric characters; may include spaces |

3. Click OK.

## Creating a Customer Site

It is necessary to create a customer site before you can associate it with a particular IP interface. One or more customer sites can be associated with a single customer. For example, if *Bank XYZ* is a customer, its customer sites could be in multiple locations: Bank XYZ on *5th Avenue*, Bank XYZ on *Main Street*, and Bank XYZ on *River Road*.

You can create a customer site from either the Network Workshop or the Device Workshop.

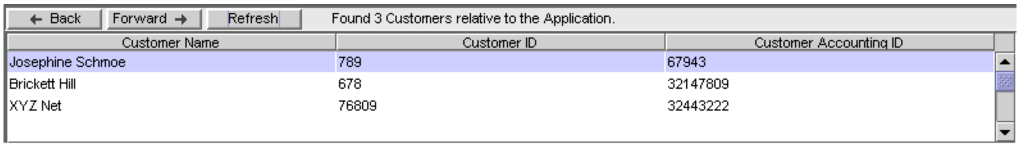
To create a customer site:

1. Display all existing customers:

   Network Explorer – From the Configuration menu, select Customers, and click List All.

   Device Workshop – In the Device-wide Explorer, select Customers, right-click, and click List All.

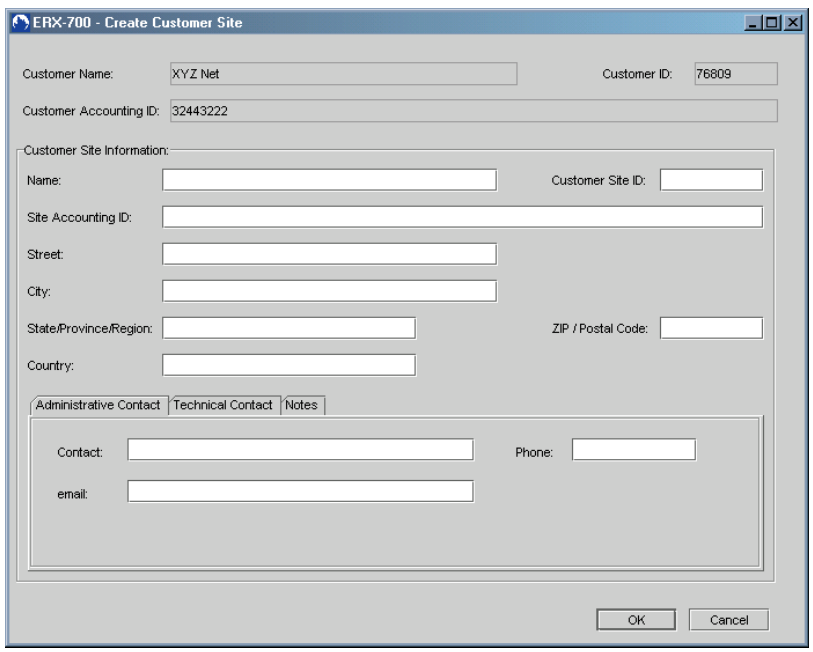
Customers are displayed in the list area.




2. From the list of customers, select the customer you want to create a customer site for.

3. Right-click, select Create, and click Customer Site.

   The Create Customer Site dialog box appears.




4. Set the customer site parameters. See Table 8.

**Table 8: Customer site parameters**

| Parameter | Description |
|---|---|
| Customer Name | Customer’s name; uneditable |
| Customer ID | Customer’s identification; uneditable |
| Customer Accounting ID | Accounting ID associated with customer; uneditable |
| **Customer Site Information** | |
| Name | Name of a specific customer’s site |
| Customer Site ID | Range 0–2147483647 |

**Table 8: Customer site parameters (continued)**

| Parameter | Description |
|---|---|
| **Administrative Contact, Technical Contact, Notes tabs** | |
| Contact | Name of the administrative or technical contact |
| Email | E-mail address of the administrative or technical contact |
| Phone | Phone number of the administrative or technical contact |
| Notes | Area for additional information. The note appears whenever its associated customer site is accessed. |

5. Click OK.

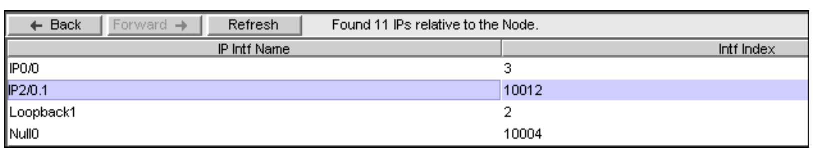
## Associating a Customer with an IP Interface

Once you have created and configured a customer and customer site, you can associate the customer with an IP interface.

To access the Customer Information dialog box:

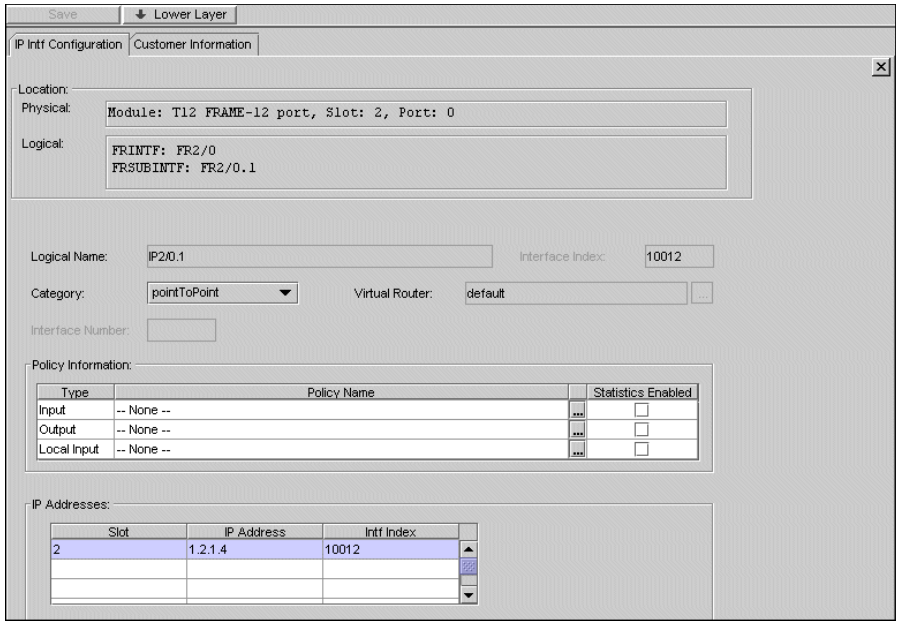
1. From the Device-wide Explorer, select IP Interfaces, right-click, and click List All.

   All IP interfaces appear in the list area.



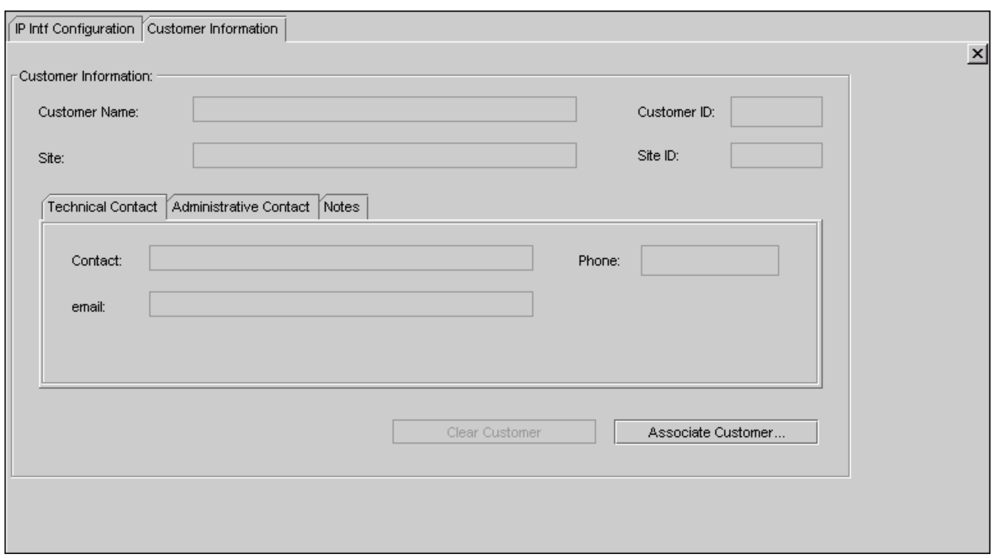

2. Select an IP interface from the list, right-click, and click Configure.

   The IP Intf Configuration tab appears in the work area.



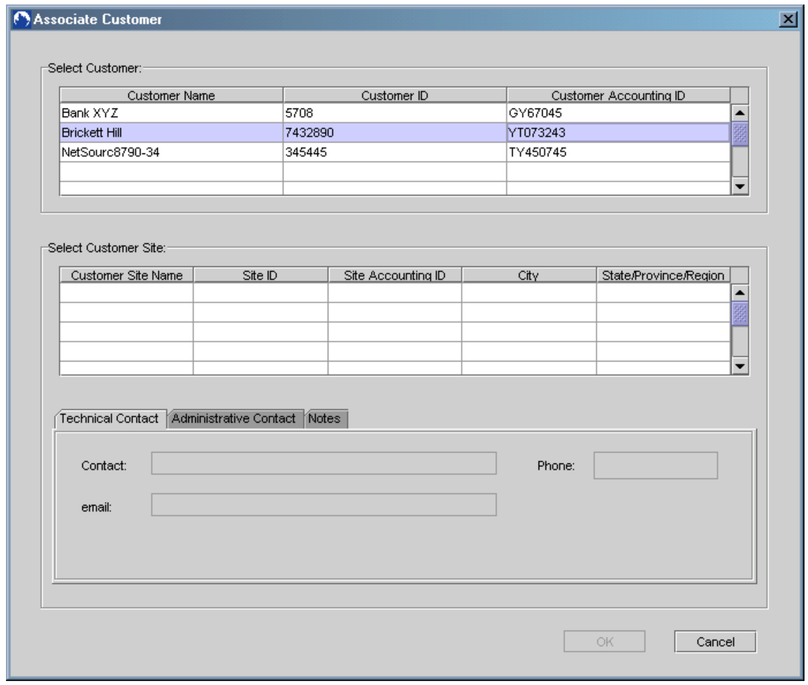

3. Click the Customer Information tab.

   The Customer Information tab appears.




4. Click the Associate Customer button.

   The Associate Customer dialog box appears.




5. From the Select Customer group box, click the customer name that you want to associate with the IP interface.

   The Select Customer Site group box becomes active.

6. From the Select Customer Site group box, click the customer site you want to associate with the customer.

   The technical and administrative contact information appears.

7. Click OK.

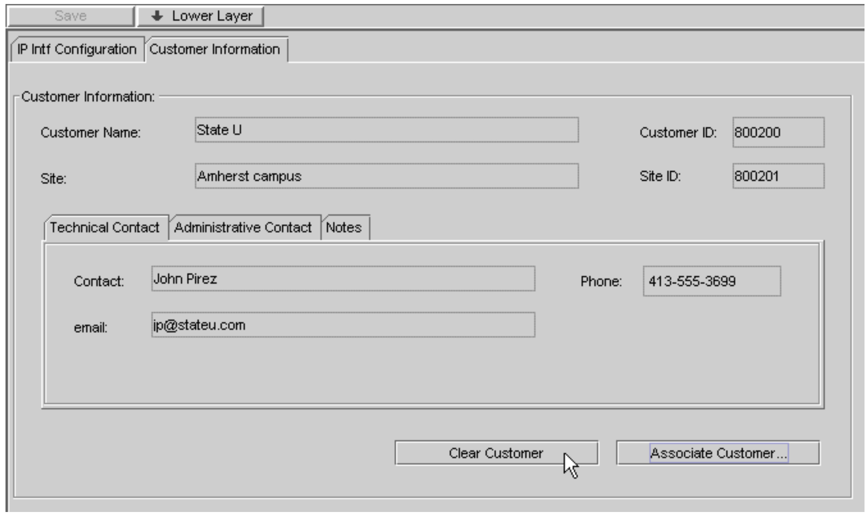
   The new customer site information appears on the Customer Information tab.

Now that the customer is associated with the IP interface you selected, refer to *NMC-RX User Guide* , *Vol. 2, Chapter 6, Configuring IP* , to continue the IP interface configuration process.

### *Removing a Customer from an Interface*

To unassociate, or remove, a customer from an IP interface:

1. From the Customer Information tab, click the Clear Customer button.




All customer information listed in the fields is cleared. The customer is no longer associated with the IP interface.

2. Click the Associate Customer button, and make new selections. You could also select a different IP interface and start this procedure again.